

## TROUBLESHOOTING INDEX

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### **1. No water (Hot/Cold/Ambient)**

Possible Cause	Solution
Check Water Feed and Valve	This unit will only dispense what you have available. If the water is turned off or is feeding the unit with slow flow, little to no water will dispense.
Check the Leak Stop	If water gets into the bottom of the system, then the leak stop will shut off the water supply. Drain any water from the leak stop using the plug on the back of the unit.
Supply Water Pressure	Check the water pressure into the unit, pressure should be max 50psi.

### **2. Low or No CO2 Alert**

Possible Cause	Solution
CO2 Bottle is empty	If CO2 bottle is empty, replace with a fresh bottle of CO2 or have current bottle refilled.
CO2 Leak	CO2 Seal and Washer not added, add seal and nylon washer to connection between regulator and gas bottle valve. Check all CO2 connections for gas leaks. Replace connections or tubing as needed.
CO2 pressure not going to the unit.	Change CO2 Tank. Make sure tank valve is opened/on. Check CO2 hoses for kinks.



### 3. Sparkling Gas Out (Weak Carbonation)

Possible Cause	Solution
CO2 Pressure set too high.	Adjust CO2 pressure regulator below 4 bar, purge sparkling water, and reset the unit. (CO2 should be 1bar higher than water pressure to unit, and no more.)
No water flow to Carbonation Cannister	Dispense from Cold Feature to confirm water is present. Confirm water pressure to the back of unit is between 25-50psi.
Sparkling flow control set to high	Remove lid from unit. Check and adjust flow control on sparkling out line.

### 4. Filtration

We recommend using RO where possible and almost always if TDS from the tap is greater than 150 PPM. For an RO to work properly it is very important that the following variables are addressed and performed properly.

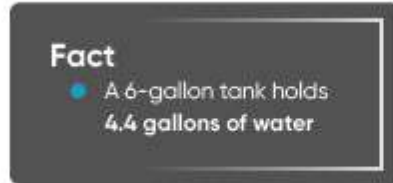
- Incoming Water Pressure: RO's require 60-70psi to work properly.
- Lower PSI will cause the reduction in TDS to suffer greatly, as well as the recovery rate.
  - 60psi results in (roughly) 7.3oz/min from 80GPD membrane
  - 40psi results in (roughly) 2-3oz/min from 80GPD membrane
  - 60psi results in (roughly) 98% reduction of TDS from the RO
  - 40psi results in (roughly) 80-85% reduction of TDS from the RO
  - Example:
    - 500 Tap TDS at 98% reduction = 10TDS product water
    - 500 Tap TDS at 85% reduction = 75TDS product water
    - 500 Tap TDS at 80% reduction = 100TDS product water
    - With the mineral add back filter a high concentration of calcium will negatively impact the amount of scale that will, as a result, negatively impact ice systems.
  - When using a bladder, this is much more susceptible to manifesting itself as a problem.
    - As the bladder pressure pushes back on the filter, lower pressure will reduce recovery even beyond the above stated levels and will be unable to properly fill the bladder.
    - This will also result in burning through pre filters as it will take much more water to make little product water.
  - Signs of this issue in gravity fed tanks will be manifested mostly through form of taste complaints, in this system it will manifest itself as running out of water prematurely.

#### Solutions for Low Water Pressure:

- Add a Booster Pump
- Use Carbon Filtration (be sure to remove the mineral add back filter)

**Bladder Tanks:**

- It is important that the right size bladder tank be used in conjunction with sufficient flow.
- It is ALSO important that the bladder tank be set to the correct pressure.



- Increasing air pressure will reduce the water capacity while also increasing water pressure
- Decreasing air pressure will increase the water capacity while also decreasing water pressure
- With no air the water tank will be full, but there will be no pressure to release water



**Bladder Tank Water Pressure Changes**


Bladder tanks have fluctuating water pressure as they empty. This may impact the flow rate going to the system as the tank is depleted.

- The amount of bladder tanks, filter banks feeding the bladder, pressure, and if a booster pump are needed must all be considered for install requirements. No two accounts are the same and usage will greatly impact the decision. If you have a large bladder tank installed and you have reports of no water, please revert to the above section on how to check to see if water flow is an issue.
- For large usage account with larger bladders, it may be necessary to have additional filter banks to improve the recovery time.
  - Please note that when doing this a booster pump may become necessary even if there a tap pressure of 60psi.
  - Failure to take this into consideration may cause the bladder to ineffectively fill due to pressure drop with multiple units in line which mainly manifests itself as the larger bladder tanks get closer to filling
  - This will also result in burning through pre filters and using a lot of water that will ultimately be just sent down the drain

Please see below for recommended air pressure that should be in the bladder depending on size of the bladder.

Size	Part Number	Size	Recommended Air Pressure
4 Gallon	EQGENE-0004	11" (Diam.) x 14" (Height)	6-7 psi
14 Gallon	EQGENE-0014	15" (Diam.) x 23" (Height)	6-7 psi
20 Gallon	EQGENE-0020	16" (Diam.) x 29" (Height)	7-10 psi
32 Gallon	EQGENE-0032	21" (Diam.) x 28" (Height)	7-10 psi
44 Gallon	EQGENE-0044	21" (Diam.) x 37" (Height)	10-15 psi
85 Gallon	EQGENE-0085	26" (Diam.) x 45" (Height)	10-15 psi
120 Gallons	EQGENE-0120	26" (Diam.) x 60" (Height)	10-15 psi

### 5. Hot Water Dispense produces water that is not hot

Possible Reason	Solution
Overload Thermostat Tripped	Locate the Overload Thermostat mounted on the side of the hot tank. Press the red button to manually reset the thermostat and return the hot tank power circuit to normal operation.
Hot Tank Power Switch is off	Locate the Hot Tank Power Switch on the back of the machine and switch it on. 

### 6. Display is unlit, unit not operating

Possible Reason	Solution
Power Cord Disconnected	Ensure the power cable is properly plugged into the wall power outlet.
Tripped GFCI	Reset GFCI outlet.